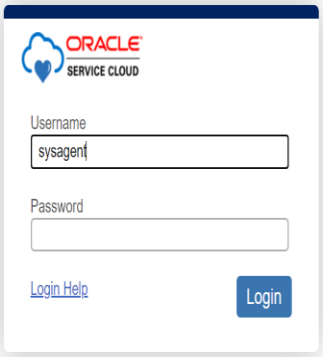
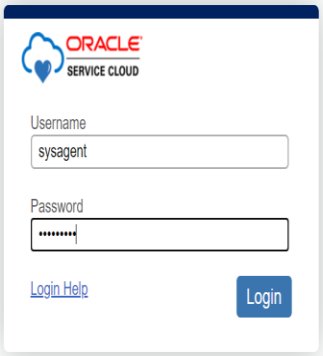
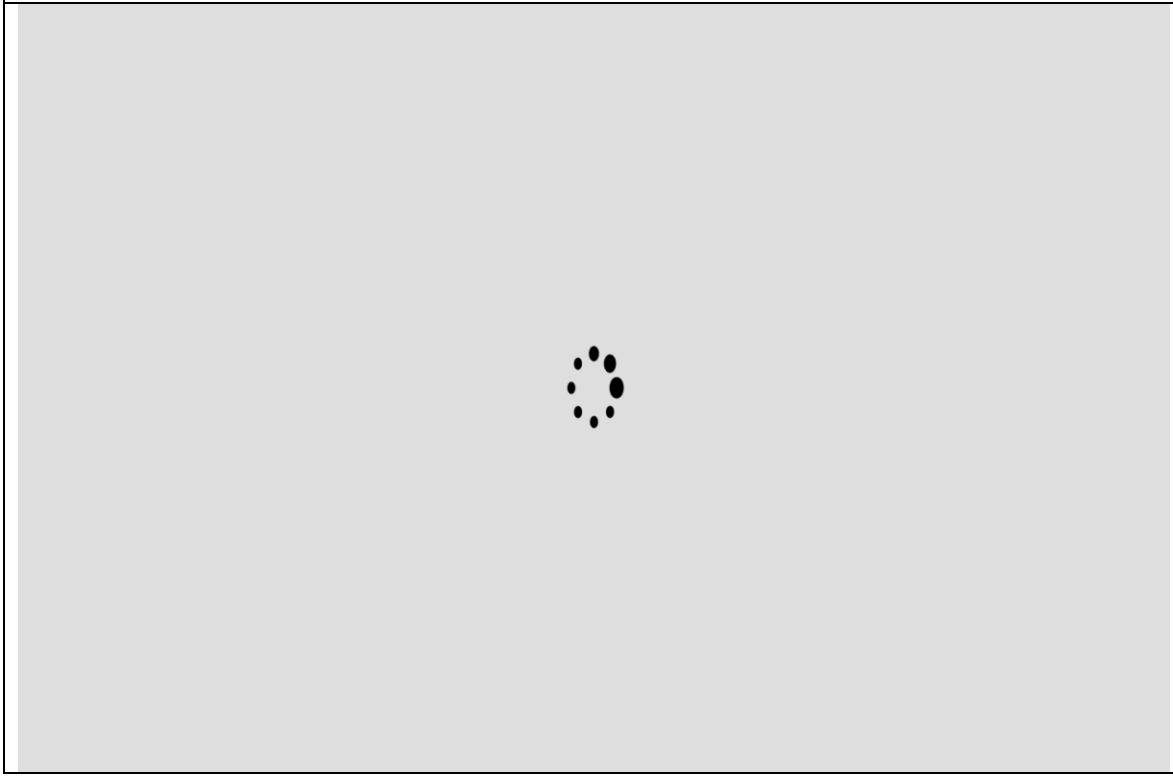
IBMhq Test Case Execution Report

Test Case Name:Route Incident- 1
Requirement Name: CX
Execution Start Time:2020-08-06 15-07-28

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
32	31	1	Fail	1

Step No:1
Step Description: Enter sysagent in USERNAME
Expected Result: sysagent should be entered in USERNAME
Actual Result: The Element: USERNAME is set with text: sysagent
Status: Pass


Step No:2
Step Description: Enter *** in PASSWORD
Expected Result: *** should be entered in PASSWORD
Actual Result: The Element: PASSWORD is set with text: Agent1234
Status: Pass


Step No:3
Step Description: Click on loginbutton
Expected Result: loginbutton should be clicked
Actual Result: The Element: loginbutton is clicked
Status: Pass


Step No:4

Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start

Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked

Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked

Status: Pass

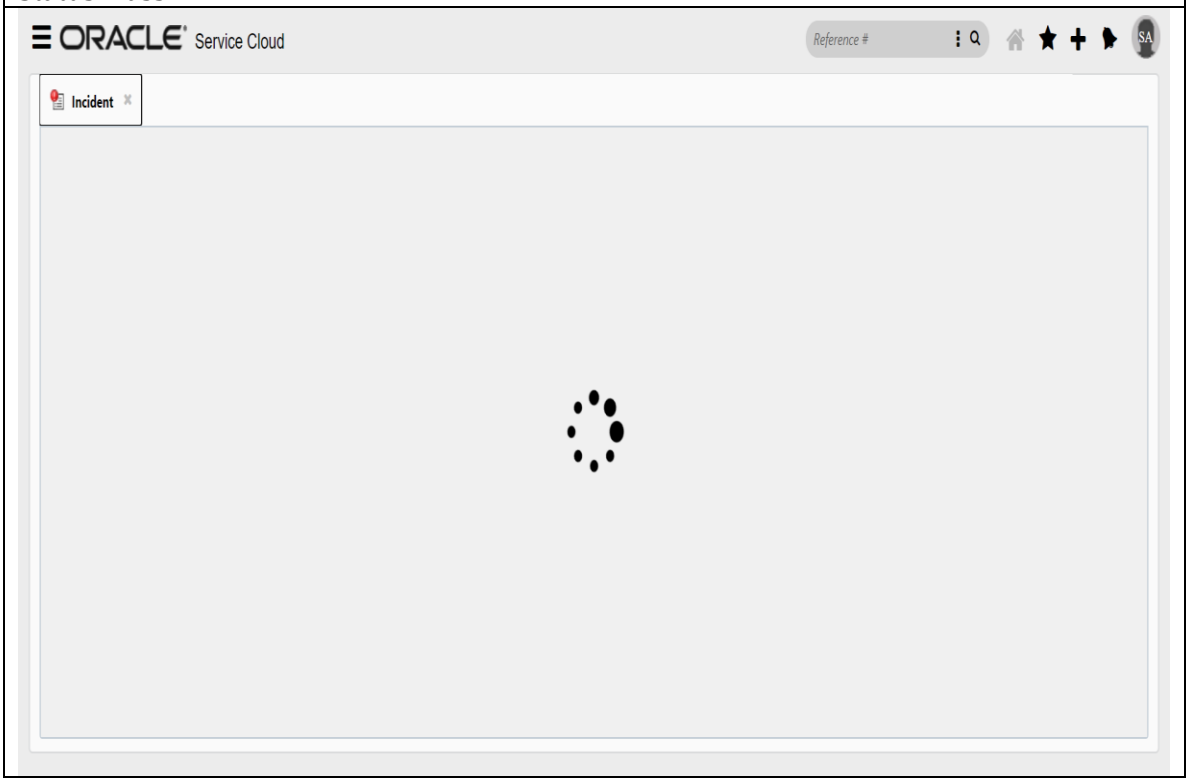
Step No:5

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: span2 is clicked

Status: Pass



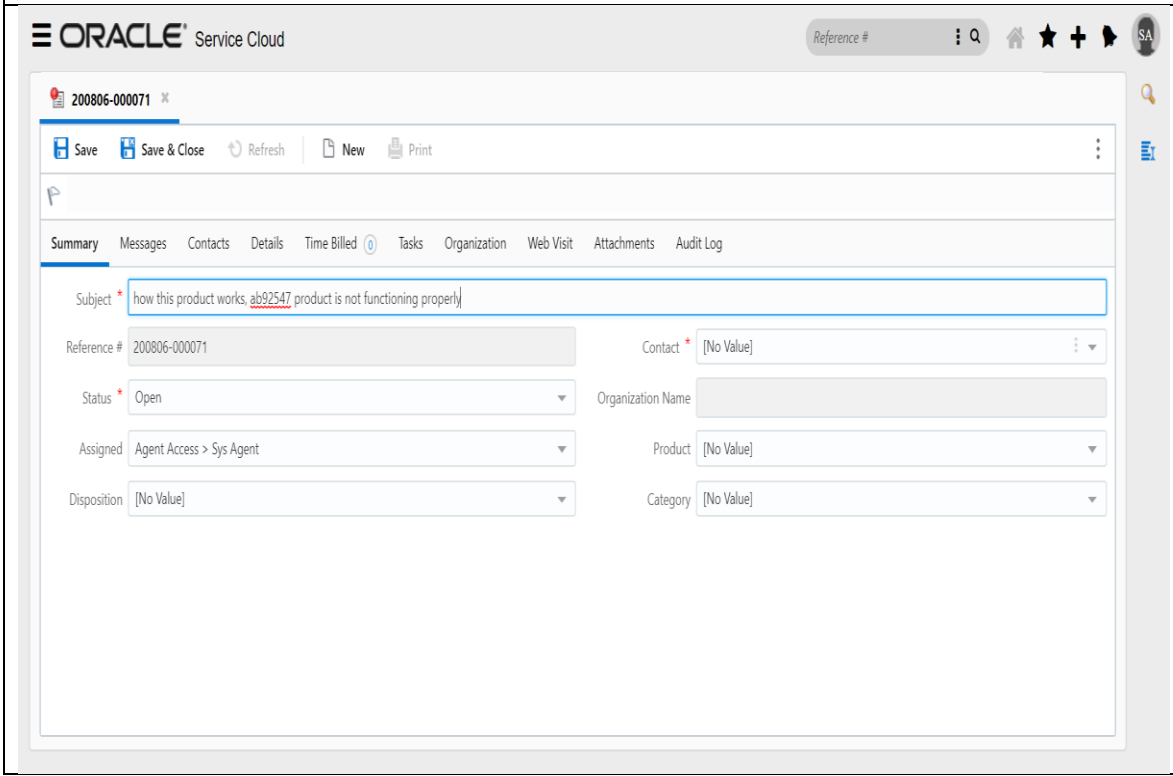
Step No:6

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: Incident_Subject18 is set with text: how this product works, ab92547 product is not functioning properly

Status: Pass



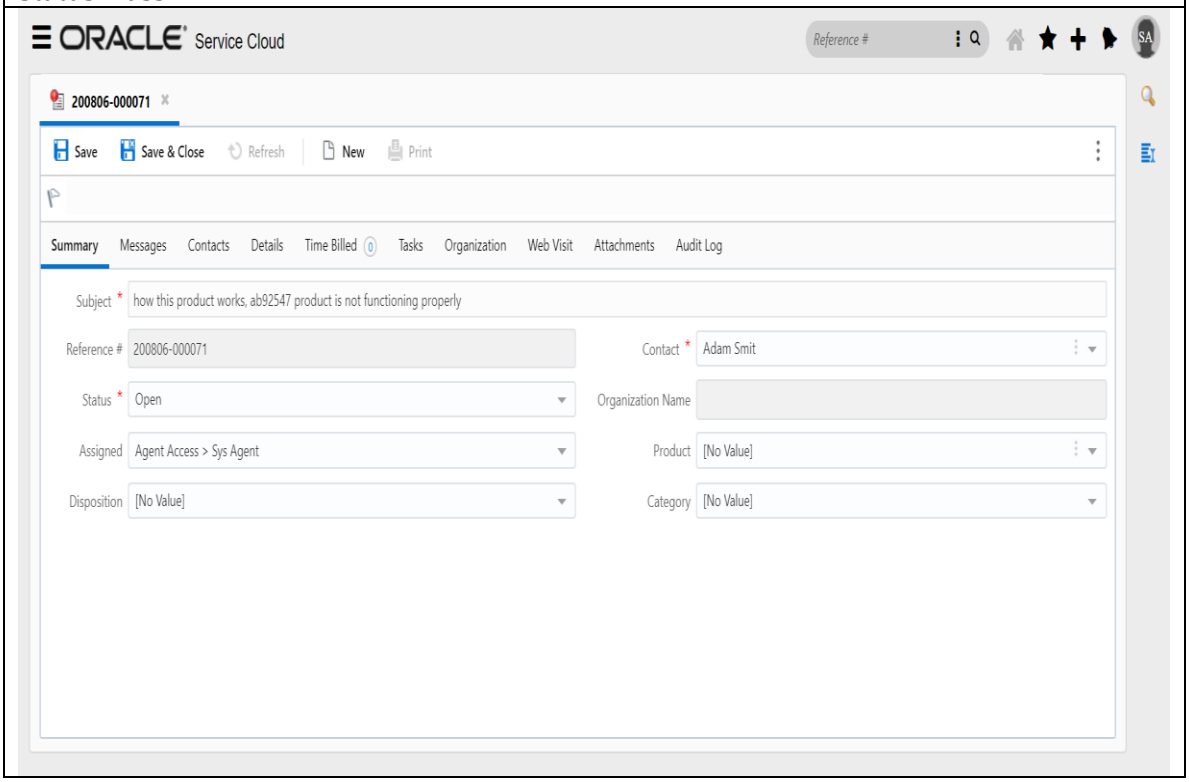
Step No:7

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass



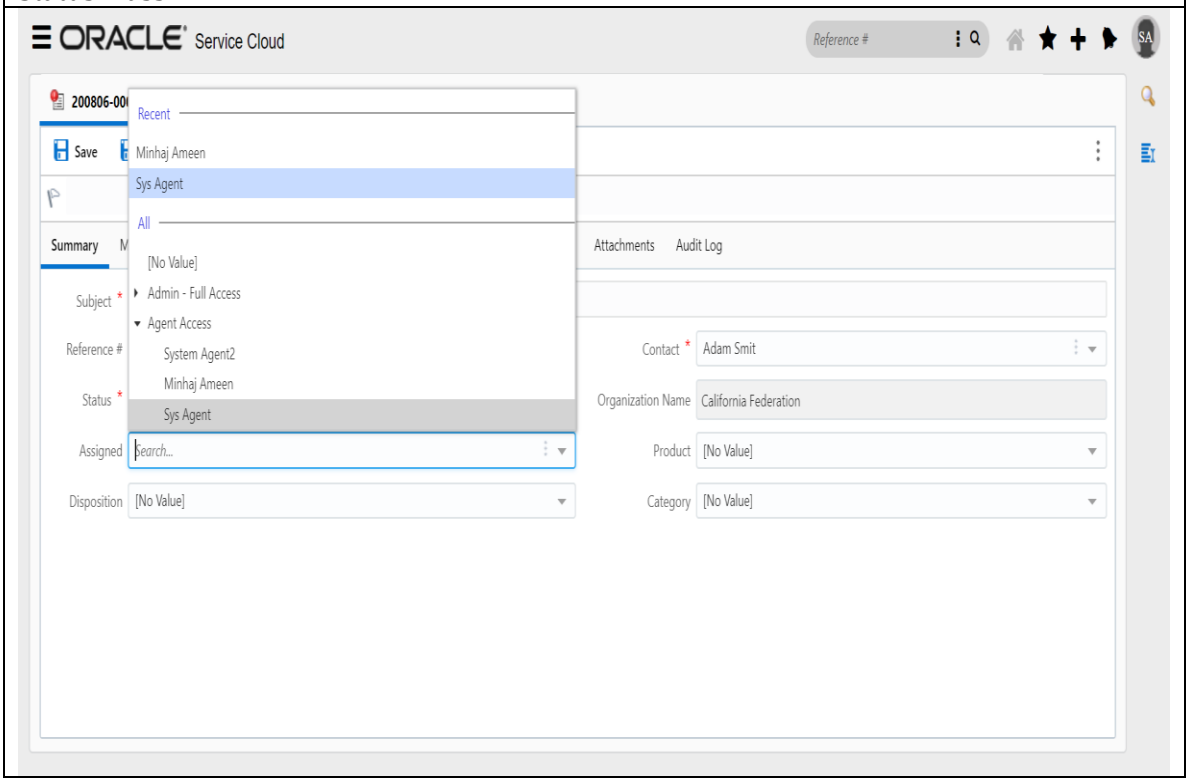
Step No:8

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown shoud be listed

Actual Result: The Element: Assigned is clicked

Status: Pass



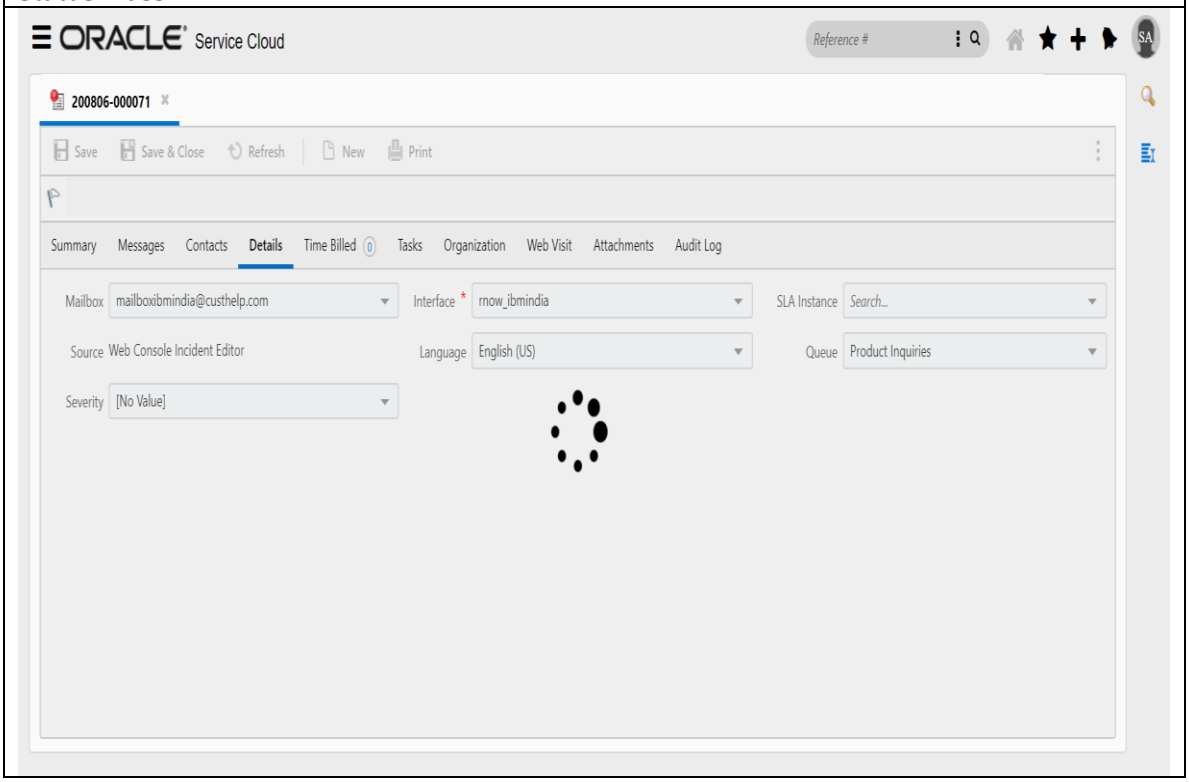
Step No:9

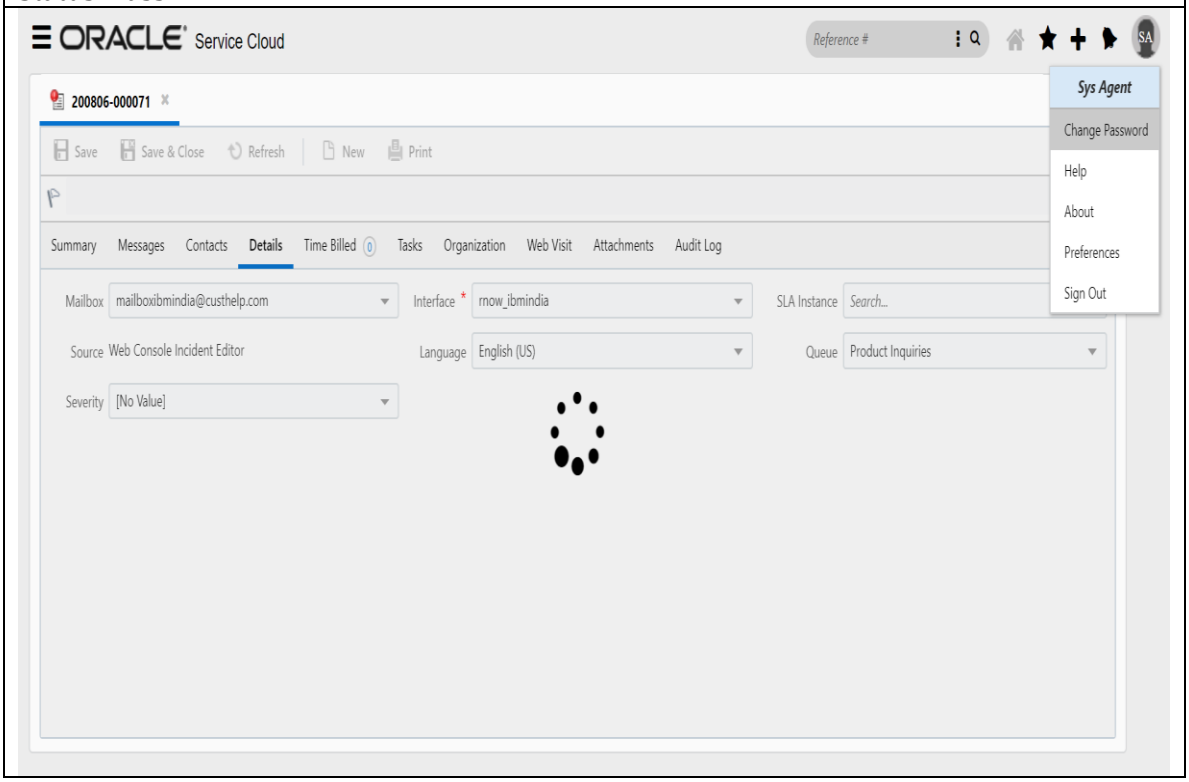
Step Description: Click on Save and Close

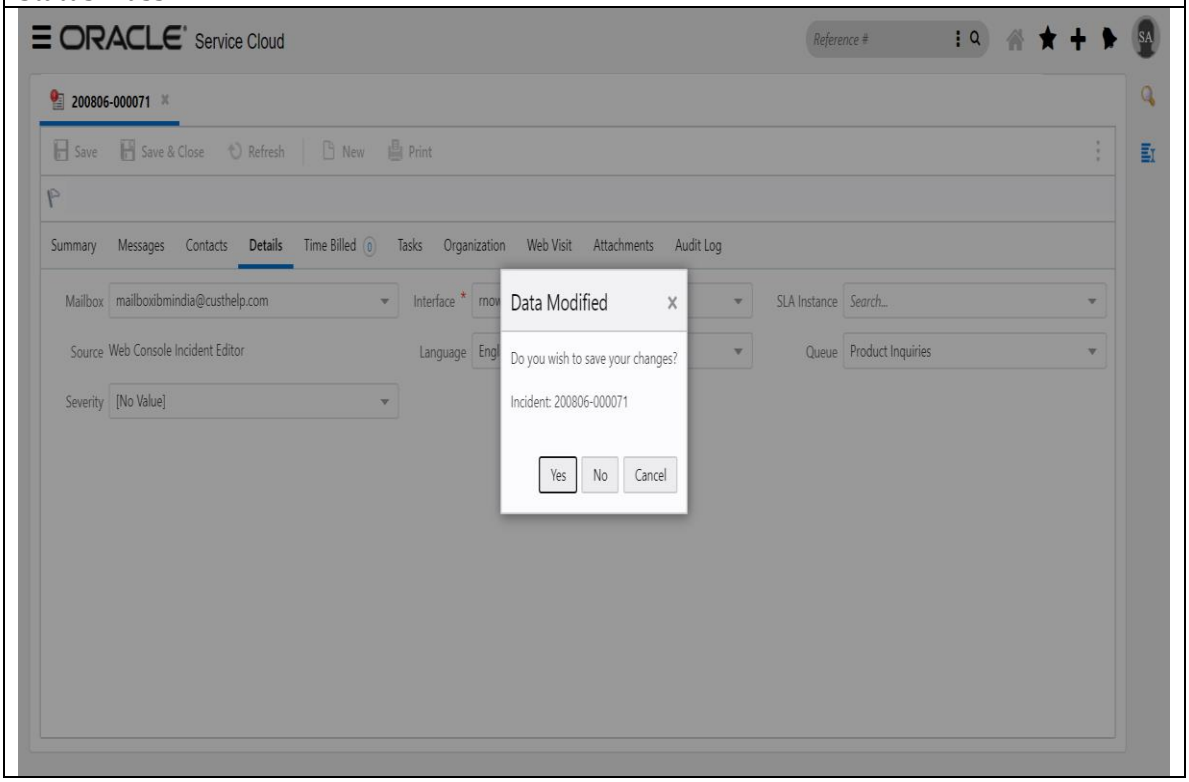
Expected Result: Click on Save and Close

Actual Result: The Element: SaveAndClose is clicked

Status: Pass



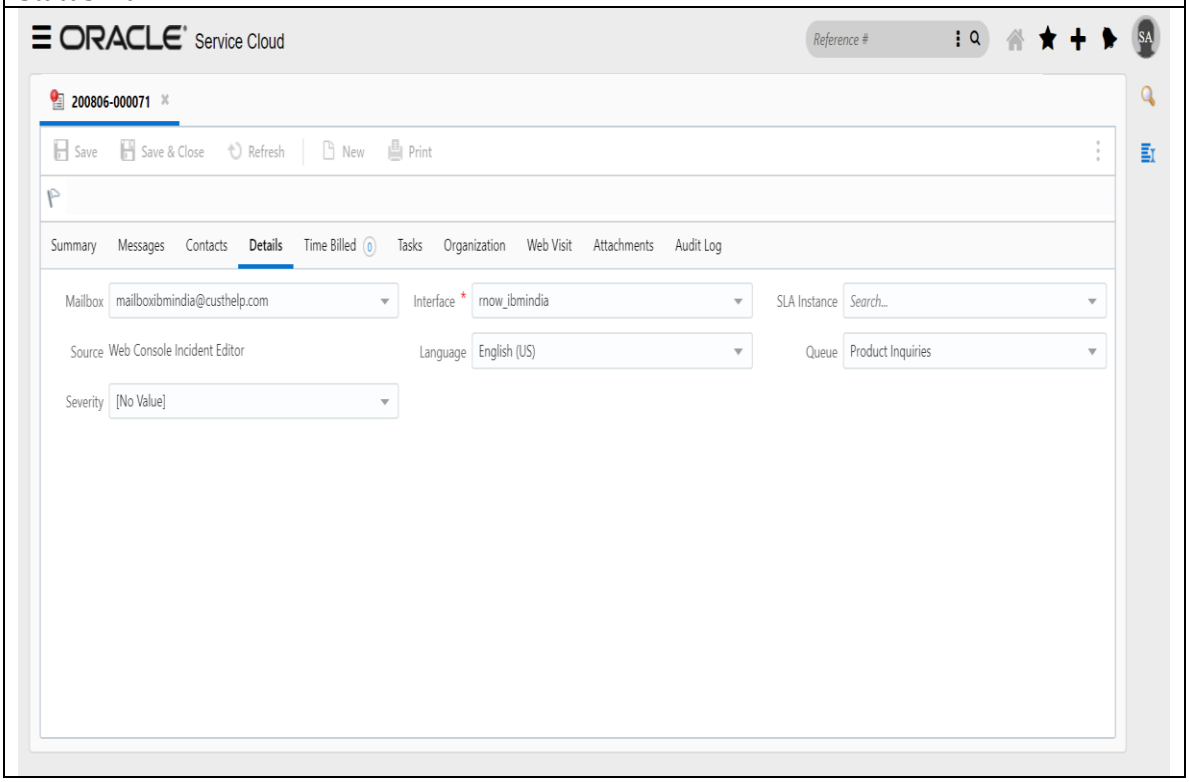
Step No:10
Step Description: Click on userMenuIcon
Expected Result: userMenuIcon should be clicked
Actual Result: The Element: userMenuIcon is clicked
Status: Pass


Step No:11
Step Description: Click Sign Out
Expected Result: Clicked Sign Out
Actual Result: The Element: SignOut is clicked
Status: Pass


Step No:12

Step Description: Click on Click here

Expected Result: Click on Click here

Actual Result: null

Status: Fail